



FirstService

FirstService Relief Fund

Administered by Emergency Assistance Foundation, Inc.

Grant Application

Frequently Asked Questions

Version: June 12, 2018

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Grant Application FAQs

What is The FirstService Relief Fund?

The FirstService Relief Fund was created to help employees, franchisees and employees of franchisees who are facing financial hardship immediately after a personal hardship or disaster (“Qualified Events”). The FirstService Relief Fund relies primarily on individual donations from employees, franchisees and employees of franchisees and support from FirstService companies and franchisors to fund this program. Every contribution helps, and when combined with the donations of others, can provide a tax-free grant (USA) to help fellow employees, franchisees and employees of franchisees in need when they are facing the unexpected.

What Qualified Events are covered?


1. Natural disaster such as flood, wildfire, tornado, earthquake, tsunami, volcanic eruption, blizzard, drought, cyclone, hurricane, typhoon or severe storm
2. Terrorist actions
3. Disaster resulting from an accident involving a common carrier such as buses, trains, ferry, planes or trucks
4. Military deployment (employees, franchisees and employees of franchisees, spouse or domestic partner called to active duty)
5. Impacts to primary residence such as fire, flood or other unusual life-altering expense not covered by insurance
6. Serious illness or injury which is not covered by insurance
7. Non-routine/exceptional medical expense – not covered by insurance
8. Victim of a violent crime
9. Domestic abuse
10. Death of an immediate family member of an employee, franchisee and employee of franchisee

Who can apply for assistance from the Fund?

Applicants must be:

- An employee, franchisee and employee of a franchisee who is employed, on average, at least 30 hours of service per week, or at least 130 hours of service in a calendar month.
 - Based on the U.S. Affordable Care Act definition of eligibility.
- On approved medical leave or an approved leave of absence for no more than (1) one year

For which basic living expenses will The FirstService Relief Fund provide financial assistance?

If an employee, franchisee and/or an employee of a franchisee experiences a qualifying event, The FirstService Relief Fund may provide assistance for expenses and the “

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Qualified Events and Expenses

| <p style="text-align: center;">Model Employee Relief Fund</p> <p style="text-align: center;">DATE APPROVED _11_/_20_/2017</p> | | Qualified Expenses that are covered by grants | | | | | | | | | | | | | | | | | | | | |
|--|---|--|--|--|--|---|---|---|---------------------------------------|--|--------------------------------------|--|--|---|--|---|---|----------------------------------|--|---|---------------------------------|-------------------------------------|
| | | Misc | | Medical | | | Housing * | | | | | | Transportation ** | | | Misc | | | | | | |
| | | Food – immediate needs only (usually applicable up to 2-4 weeks after the event) | Clothing – immediate needs only (usually applicable up to 2-4 weeks after the event) | Reasonable evacuation expenses resulting from an Event | Reasonable funeral, travel and burial expenses | Significant medical expenses not eligible for insurance reimbursement | Prescription medications not covered by insurance | Travel expenses related to the medical care | Rent: temporary housing up to 30 days | Reasonable repairs to damaged property | Essential appliances and furnishings | Essential utilities (gas, water and electricity) | Security deposits (for new housing if unable to inhabit existing home) | Mortgage or rent assistance for primary residence | Adaptive improvements and solutions related to the Event | Repairs other than routine maintenance, or repairs that could not have been avoided | Cost of public or commercial transportation | Cost of car rental up to 30 days | Psychological counseling deemed by a physician to be necessary following an Event and is in excess of what is covered by insurance | Expenses resulting from flight from domestic violence such as temporary housing | Unable to work due to the event | Unexpected child care up to 60 days |
| Qualified Events that are covered by grants | Natural disaster such as flood, wildfire, tornado, earthquake, tsunami, volcanic eruption, blizzard, drought, cyclone, hurricane, typhoon or severe storms. | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | |
| | Government (national/state) declared disaster, or determined the event was catastrophic | | | | | | | | | | | | | | | | | | | | | |
| | Presidentially declared disaster (USA) | | | | | | | | | | | | | | | | | | | | | |
| | Terrorist actions | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | |
| | Disaster resulting from an accident involving a common carrier such as buses, trains, ferry, planes or trucks | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | |
| | Any event that the U.S. Secretary of the Treasury determined is catastrophic (USA) | | | | | | | | | | | | | | | | | | | | | |
| | Military Deployment (employee, spouse or domestic partner called to active duty) | | | | | | | ✓ | | | ✓ | | ✓ | | | | | | | | | ✓ |
| | Impacts primary residence: fire, flood or unusual life-altering expense not covered by insurance | ✓ | ✓ | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | | | | |
| | Serious illness or injury – not covered by insurance | ✓ | ✓ | | | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | | | | | | ✓ | | ✓ |
| | Non-routine/exceptional medical expense – not covered by insurance | | | | | ✓ | ✓ | ✓ | | | | | | | | | | | | ✓ | | |
| | Victim of a violent crime | | | | | ✓ | ✓ | ✓ | | | | | | | | | | | | ✓ | | ✓ |
| | Domestic abuse | | | | | | | | | | | | | | | | | | | ✓ | | |
| Death of employee or their immediate family member | | | ✓ | | | | | | | | | | | | | | | | ✓ | | | |

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* Primary residence only and excluding insurance deductibles

** Excludes insurance

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What expenses are not covered?

Examples of existing non-qualified expenses include:

- Legal fees
- Lost compensation due to missed time from work
- Electronics and non-essential appliances/furnishings
- Non-essential utilities (internet service, cable television, etc.)
- Personal security items
- Prepaid expenses
- Expenses incurred before the employee, franchisee and employee of a franchisee became eligible for assistance
- Payment for maternity/paternity leave unless medical complications to the mother or child occur
- Routine car maintenance
- Credit card debt
- Pay day loans
- Medical expenses not related to a Qualified Event including: Long-term medical expenses, expenses for elective medical procedures, routine or maintenance medical procedures
- Non-medical insurance co-pays, premiums or deductibles, or items covered by or to be reimbursed by insurance
- School tuition
- Expenses associated with divorce or child custody matters.
- Funeral, travel and burial expenses upon the death of the employee/franchisee/independent affiliate's relative other than an immediate family member or eligible dependent.

How large of a grant can I apply for?

The maximum amount available for each incident is \$3,000 and the minimum amount that can be requested is \$500. All monies are represented in local currency.

Who does The FirstService Relief Fund include as eligible dependents?

The FirstService Relief Fund considers the spouse/domestic partner, minor children and other dependents for whom the party is financially responsible as eligible dependents of the following individuals:

- Employees
- Franchisees
- Employees of franchisees

Parents, grandparents or other relatives are not considered dependents, unless the employee, franchisee or employee of a franchisee can show that they are claimed as a dependent on their tax returns. A domestic partner is defined as “an on-going and committed spouse-like relationship between adults of the same or opposite gender.”

How do I apply for assistance from The FirstService Relief Fund?

Complete an online application through the Emergency Assistance Foundation FirstService Fund Portal

www.firstservicerelief.com

Which family members does The FirstService Relief Fund consider as eligible immediate family?

An applicant may be eligible for assistance in the event that he or she is financially responsible for funeral, burial or travel expenses due to the death of an immediate family member. The FirstService Relief Fund defines an eligible immediate family member as any of the following:

- Spouse or partner in a civil union or domestic partnership
- Parent
- Child
- Sibling
- Grandparent
- Grandchild
- Spousal grandparent
- Aunt, uncle, niece or nephew
- Father-in-law or mother-in-law
- Brother-in-law or sister-in-law
- Son-in-law or daughter-in-law

Do you need help but do not know how to apply? Are you having trouble with the application or the documentation required?

The best thing to do is to get someone that you trust to help you through the process. Maybe your supervisor could help, or someone from the human resources department, or someone else that you trust. The important thing to remember is that you have a better chance of getting your application approved if you complete the application accurately, and supply all of the backup documentation necessary.

[What is the turnaround time to process a grant application?](#)

Normally, within 10 business days or less. The FirstService Relief Fund is administered by Emergency Assistance Foundation, Inc. (EAF) which is a 501c(3) tax-exempt, public, nonprofit organization with IRS approval specifically for employee Hardship and Disaster Relief Funds. EAF strives to maintain a quick response time from the time they receive a complete application. However, processing time will be extended in cases where documentation or signatures are missing, or if other information is needed. Please take care to double check your application before sending it for review. You will be notified if there is missing information from your application.

[How will I be notified of the decision?](#)

The Emergency Assistance Foundation will notify you by email when your application is approved or rejected.

[Are funds received as a grant taxable?](#)

United States

No. Grants received in the U.S. are not considered part of your taxable income

Canada

Yes. Grants are fully taxable, and individuals receiving a grant must report the income on their personal tax returns

[Do I have to repay the grant?](#)

No. Amounts granted under the Fund are not loans and do not have to be repaid.

[What information does the Fund need when reviewing an application?](#)

In each case, The FirstService Relief Fund requires a completed application along with required documentation regarding the qualifying incident. The application must establish a financial need and document the expenses for which the grant is being requested. Payments cannot be made without copies of current bills or invoices.

[Will my information remain confidential?](#)

Yes. Your personal information is only used to determine your eligibility for a grant and to determine the grant amount to be made. Applications to the Fund are reviewed by Emergency Assistance Foundation, Inc. and will be treated in a confidential manner; however non-identifying statistical information will be reported to FirstService on a periodic basis to help it improve the Fund.

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I borrowed money from my friends and family to help me get caught up on my bills, will The FirstService Relief Fund reimburse me so that I can pay them back?

No. The FirstService Relief Fund is available for those employees, franchisees and employees of franchisees who do not have the means themselves or other resources available to pay their living expenses.

Can I apply on behalf of a co-worker?

No. If you think a co-worker would benefit from the FirstService Relief Fund, please pass along information about the Fund along to them.